

Summer 2024

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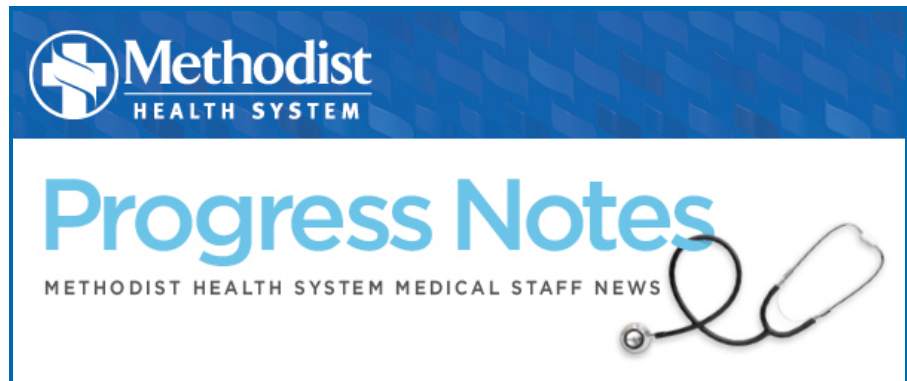
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## Help us sustain momentum by taking our physician engagement survey



**Martin L. Koonsman, MD,**  
FACS, CPE  
Chief Medical Officer

Progress at Methodist Health System depends on a devoted workforce and a dedicated medical staff, and we are committed to making our organization a best-in-class place to practice medicine for physicians and providers like you.

To this end, I strongly encourage you to share your input in late August and early September through our 2024 Physician/Provider Engagement Survey. As we tell our employees, "your voice matters," and this is every bit as true for members of our medical staff. We depend on your feedback to provide high-level information on where we stand with meeting the needs of our medical staff.

We hope you will take the time to respond candidly to this five- to 10-minute survey, which will be sent to all qualifying physicians/providers. Watch your inbox for an email invitation to participate in the coming weeks. And please know your answers will be completely confidential: Names are never tied to responses, and responses are only viewed in aggregate.

In the meantime, I would like to share the results from survey on physician wellness, which was recently completed by 252 members of our medical staff and conducted in collaboration with the American Medical Association.

- 83% of the medical staff report feeling satisfied or very satisfied with their job (10% better than the overall AMA database)
- 42% report some level of stress because of their job (6.5% better than the AMA average)
- 34% are experiencing some symptoms of burnout (14% better than the AMA average)

While both stress and burnout at MHS compare favorably to the AMA average, this represents an opportunity for improvement nonetheless. Younger providers and women on our medical staff reported higher levels of stress and burnout, compared with providers who were later in their careers and male providers.

To address these challenges, we will tailor our mentoring programs and support groups to address these higher risk groups, while better connecting the entire medical staff with available resources to improve physician well-being. And we encourage your participation in the coming survey to learn how we can further ease the burden of burnout. Thank you for all that you do for Methodist.

### Texting with SecureChat

The Joint Commission updated its position about texting to communicate patient information and orders. Unfortunately, SecureChat does not meet these requirements and should not be used to place orders moving forward.

Previously, healthcare organizations were permitted to use secure text messaging to communicate patient information among members of the healthcare team. However, texting patient orders has been prohibited because of concerns related to the capability of texting platforms to protect information privacy and security and to incorporate texted information into the electronic health record.

For more details about the Joint Commission's latest guidance, click the button below.

[LEARN MORE](#)

### Universal Skills for Providers

We're asking our providers to join us on our RISE High Reliability journey with training tailored to your needs. To access the video, please click the button below and enter the password **MD-RISE** or visit the **Physician Portal**. You must scan the QR code at the conclusion of the video to receive 1 CME credit for the training.

[WATCH THE VIDEO](#)

## Speaking Up for Safety



## We all must play a part in Making Harm Visible

In our **RISE** journey to high reliability, we must make safety our foundation by committing to Zero Preventable Harm. Two key elements to making safety our foundation is declaring Zero preventable harm as a goal and making harm visible. MHS has already declared ZERO preventable harm as our goal.

We are currently striving to meet the next element **Making Harm Visible** by being transparent about safety events. We measure transparency with our safety event reporting rates in our Event Reporting System – Verge.

**All team members should report any of the events below by using the VERGE button on Pulse or directly through Epic:**

- Patient Safety Event
- Patient Relations Complaint
- Non-Patient Event
- Workplace Violence



**Click HERE to read  
the RISE newsletter**

## Launch Verge directly from Epic

As Methodist continues to work toward being a shining example of a High Reliability Organization (HRO) through our RISE strategic initiative, we are excited to announce that Verge can now be launched in Epic.

Launch Verge directly from Epic to report patient safety events, near misses, patient feedback, employee injuries, and workplace violence events. Click on the following links for more information:

- [Verge Epic Launch Tip Sheet](#)
- [Epic Hub on Pulse](#)
- [Patient Launch Troubleshooting Guide](#)

### How To Launch Verge From Epic

- **Hyperspace Toolbar:** Click on the Verge Icon directly from the Hyperspace toolbar
- **Epic Navigator:** Find the Verge Launch option within Epic Navigator

### Resources Available

- To assist you with this new process, a detailed tip sheet is available. You can find this resource on pulse.

### Why this Change?

- **Efficiency:** Streamline the reporting process, making it quicker and easier for staff to submit safety events
- **Accessibility:** Ensures that Verge is easily accessible from within the epic system.
- **Safety:** Enhances our commitment to patient safety by encouraging timely and accurate reporting of incidents and feedback

### RISE UP! Huddles

- Please communicate this important update during your RISE Up! Huddles. Ensure that all team members are aware of the new method and understand how to use it. Thank you for your Leadership in promoting a culture of safety at Methodist.

Built for Success

## Methodist Celina Clinic makes its Celina debut

A ribbon-cutting ceremony was held in July for Methodist Family Health Center – Celina, a new primary-care clinic on Preston Road just south of downtown.

The facility spans more than 3,800 square feet and includes seven exam rooms. Community members also got an opportunity to meet **Hong-An Nguyen, MD**, physician on the medical staff at Methodist Richardson.

"I'm excited to help Methodist expand its primary-care offerings into a thriving community that seems eager to have more healthcare options," Dr. Nguyen said. "Methodist strongly commits to serving the community and ensuring it delivers compassionate, quality healthcare."

Several Methodist Health System leaders attended to show their support, including Chief Executive Officer **James C. Scoggin, Jr.**, President and Chief Operating Officer **Pam Stoyanoff, MBA, CPA, FACHE**, and **Cody Hunter, FACHE**, president of Methodist Celina Medical Center.



## Methodist Richardson 25-bed Med-Surg unit opens on newly finished Fifth Floor

Methodist Richardson has officially opened the first unit of the newly finished 5th floor. The 25-bed Med-Surg unit was part of the \$85 million expansion that was complete at the end of 2019. It had been left as shell space for future growth. Construction to finish out the units began in August last year.

"We are excited to open 5 Medical, as this will improve our patient experience by easing through-put and ED holds," says Methodist Richardson President Ken Hutchenrider. Two more 25-bed units will open later this summer on the 5th floor, including an Intermediate Care Unit (IMC).

When all 75 beds open, it will bring Methodist Richardson's bed count to 387. The hospital opened 10 years ago with 120 beds.



## Methodist Health System Foundation Folsom dinner raises \$1.7 million to transform the NICU in Dallas

This year's Robert S. Folsom Leadership Award dinner was a big success, bringing in \$1.7 million to transform the NICU at Methodist Dallas.

More than 750 guests watched as Chief Executive Officer **Jim Scoggin**, Methodist Health System Foundation President **Jim Johnston**, and Steve Folsom, president of the Foundation's board, all paid tribute to former 7-Eleven CEO James W. Keyes. Keyes is a global business leader, philanthropist, speaker, artist, musician, and commercial pilot.

The program also exposed new donors to the nearly 100 years of service that Methodist Health System has provided in the North Texas communities.



# Setting the Standard

## Methodist Dallas & Methodist Mansfield Emergency teams win national Lantern Award

The emergency departments at Methodist Dallas and Methodist Mansfield are among 94 nationwide to receive the Lantern Award, an accolade granted once every three years by the Emergency Nurses Association.

This designation is a testament to their staffs' commitment to quality, safety, a healthy work environment, and innovation in nursing practice and emergency care.

"This national recognition illustrates how well our robust emergency care team handles our most critical patients," said Methodist Dallas President **John Phillips**, FACHE. "Our Level I Trauma Center is not only focused on quality, but also compassion for every patient, visitor, and staff member."

Each hospital completes an application showcasing leadership, education, advocacy, and research.

"I am extremely proud of our emergency department for being selected for this award," said Methodist Mansfield President **Juan Fresquez**, MBA. "They demonstrate outstanding leadership, innovation, and dedication to providing the utmost compassionate, quality care to the communities we serve every day."





## AHA sings our praises for heart, stroke care

Methodist hospitals earned multiple **Get With The Guidelines**® Quality Achievement Awards from the American Heart Association.

After proving stroke patients received the most appropriate care available, the cardiology teams at Methodist Dallas, Methodist Richardson, and Methodist Mansfield earned Get With The Guidelines-Stroke Gold Plus awards. Methodist Charlton earned another Gold for Stroke.

Methodist Charlton also earned Gold for STEMI Receiving, while Methodist Mansfield earned Gold Plus for STEMI Receiving, and both hospitals earned Gold for NSTEMI. Methodist Dallas earned Silver Plus Receiving for STEMI and Bronze for NSTEMI.

Get With The Guidelines is an in-hospital program for improving patient care by promoting consistent adherence to the latest scientific treatment guidelines.

Other honors included:

**Target: Stroke Honor Roll Elite**

- Methodist Dallas
- Methodist Richardson
- Methodist Mansfield

**Target: Type 2 Diabetes Honor Roll**

- Methodist Dallas
- Methodist Richardson
- Methodist Charlton
- Methodist Mansfield





## Methodist Dallas New team of lab phlebotomists

Methodist Dallas welcomed a new lab-based phlebotomy team.

The team of phlebotomists will cover up to 10 patient care units and are led by phlebotomy supervisor **Angelica Castillo**, PBT(CM).

"Angelica has put together an amazing team that is excited to be part of this new endeavor for the lab," said laboratory administrative Director **Kelli Price**, MBA, MT(ASCP).

The phlebotomy track is an accessible pipeline for those wanting to begin a career in healthcare. They become members of a multidisciplinary team working toward high quality care and patient satisfaction.

## Methodist Dallas, Richardson and Mansfield 1st class of paramedics graduates

The first class of paramedics graduated last week from an educational collaboration between Methodist Health System and the University of Texas at Dallas.

The North Texas Paramedic Consortium began enrolling its first students early last year, supplementing the university's existing EMT training program and helping educate future paramedics.

"This program is yet another example of how Methodist is committed to growing our own and sharing our resources to expand the community of healthcare," said Robert Simonson, DO, chair of emergency medicine at Methodist Dallas and the consortium's medical director.

Three hospital presidents who sit on the consortium's board of directors attended the graduation ceremony: Methodist Dallas President John Phillips, FACHE; Methodist Richardson President Ken Hutchenrider, FACHE; and Methodist Celina President Cody Hunter, FACHE.

Almost 30 students, some of them from local and regional fire departments, performed rotations at Methodist Dallas, Methodist Richardson, and Methodist Mansfield.

Anyone interested in participating in a future cohort can [click here](#) or contact **Sheila Elliott**, director of University Emergency Medical Response.



## Methodist Mansfield Rangers win big for medical staff

Methodist Mansfield and Methodist Midlothian hosted a special Physician Appreciation event, where the medical staff got to watch the Texas Rangers beat the visiting Kansas City Royals.

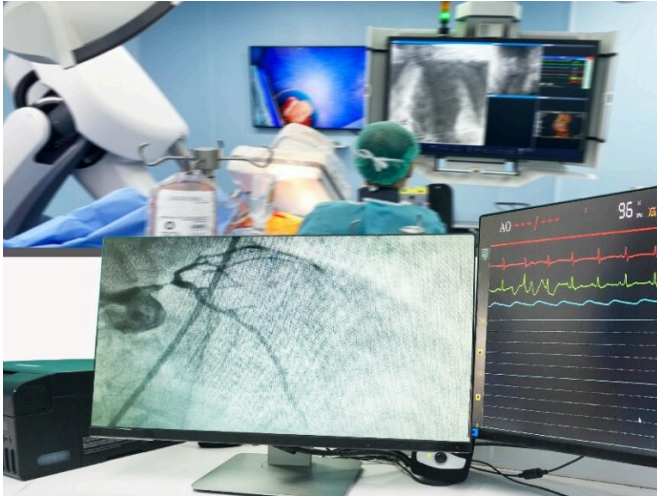
The event, held to celebrate the dedication and hard work of the physicians, was filled with fellowship, fun, and family activities. The Texas Rangers delivered an exhilarating performance, while attendees enjoyed an array of delicious food and a lively atmosphere, making the event memorable for everyone involved.

The event underscored Methodist Mansfield's commitment to fostering a sense of community and appreciation among its medical staff.

It was a wonderful opportunity for physicians and their families to relax, connect, and celebrate their contributions to providing exceptional healthcare.



# Medical Milestones



## Methodist Southlake Cath lab performs first fistulagram

The cardiac cath lab team at Methodist Southlake has performed their first upper extremity arteriovenous (AV) fistulagram with percutaneous transluminal angioplasty (PTA).

Performed by **Besem Beteck, MD**, vascular surgeon on the hospital's staff, the procedure uses X-ray images to show dye flowing through blood vessels, which can help identify narrowing. If narrowing is detected, an angioplasty may be performed at the same time to widen the blood vessel.

This procedure gives patients in need of long-term hemodialysis a safe treatment for their dysfunctional AV graft and allows them to continue dialysis treatments with fewer concerns.

Less invasive than surgery, a fistulagram also benefits patients through early detection of a blockage, improving dialysis treatment and providing real-time images of the potential issue with fewer complications.

## Leading the Way

### Methodist Midlothian Brooks Williams assumes role as CNO

**Brooks Williams**, MSN, RN, CENP, has been appointed as the new vice president of nursing and chief nursing officer of Methodist Midlothian.

With extensive experience leading various service lines and dedication to staff well-being, Williams will undoubtedly contribute to the continued success of Methodist Midlothian.

"I am thrilled to join the Methodist Midlothian team," Williams says. "We have so many talented nurses at Methodist Midlothian who strive daily to deliver quality care to our community. I am eager to support them in my new role."

Methodist Midlothian President Jary Ganske praised his new CNO, noting her many years of service to Methodist: "Brooks knows the Methodist Health System culture and how our employees make it all happen on a daily basis."

Read more by clicking [here](#).



### Methodist Charlton Christina Good fills role as physician development director

**Christina Good** took over as Methodist Charlton's new director of physician development at Methodist Charlton.

She hit the ground running in her role building positive hospital-physician relations and promoting core and specialty services within the physician community.

Good joined Methodist in July after three years at Parkland Health and previous stints with USMD and Optum.



### Methodist Southlake Hospital names Paul Shallal its new chief financial officer

**Paul Shallal** has been named the new Chief Financial Officer at Methodist Southlake.

An accomplished healthcare leader with over a decade of experience in financial analytics, Shallal also brings enhanced physician relations experience from his time leading business operations in the perioperative arena at CommonSpirit Health. Most recently, he served as executive director at Lifepoint Health.

His strong intuitive analytical skills will assist Methodist Southlake as we continue our journey in becoming the provider of choice in our Northeast Tarrant County.



**Paul Lansdowne, MD**  
Executive Medical Director  
Physician Service  
Excellence

## Bedside Manners

# Esprit de corps could be your key to bidding burnout *adieu*

With the Olympics in full swing and the U.S. adding to its medal count every day in Paris, there's a French term that springs to mind in our daily battle against burnout: *esprit de corps*, which literally translates to spirit of the body. This "group spirit" represents the alternate state to the burned-out individual – where one exists as an engaged, fulfilled, and resilient individual, connected to and supported by a network of colleagues with a shared purpose.

In their Mayo Clinic book on *Strategies to Reduce Burnout*, Tait Shanafelt, MD, chief wellness officer at Stanford University, and Stephen Swensen, MD, senior fellow of the Institute for Healthcare Improvement, define *esprit de corps* as a "renewable power source" that is an indispensable business strategy with the ability to "inspire loyalty, enthusiasm, engagement, and camaraderie among group members."

Rather than simply aiming to minimize burnout, Drs. Swenson and Shanafelt argue that healthcare organizations have a responsibility to create a culture of mutual respect and social support as a safeguard against professional isolation and burnout. Factors that contribute to physician wellness need to be fostered, including appreciation, mentoring, opportunities for growth and development, communication, support staff and systems, and fair compensation.

In the upcoming Physician Engagement Survey, doctors and advanced practice providers on the medical staff at Methodist have an excellent opportunity to provide their input on issues of professionalism, workflow, practice inefficiencies, and more. Building on the recent AMA Physician Wellbeing Survey, your answers to these 40 or so questions can provide Methodist with detailed information about what you consider most important. Watch your e-mail inbox in August, and please don't miss the chance to make your voice heard.

## Epic Strides

### How taking part in this year's physician survey helps us fine-tune Epic



**Brian Konjarski, MD, MBA, FACEP**  
SVP, Health Informatics  
and Medical Affairs  
Chief Health Informatics Officer

The Health Informatics team is devoted to getting the most out of the many tools and efficiencies that Epic has to offer because we know that the medical staff reports higher satisfaction, and by extension less burnout and stress, when providers are more engaged with the electronic health record (EHR).

That is why the team has deployed 16 physician dashboards, this year alone, and enlisted 10 physician councils, cabinets, and workgroups to help optimize Epic workflows in several key areas:

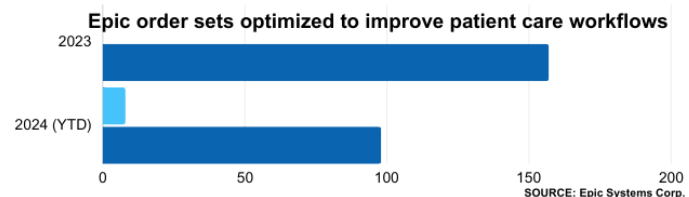
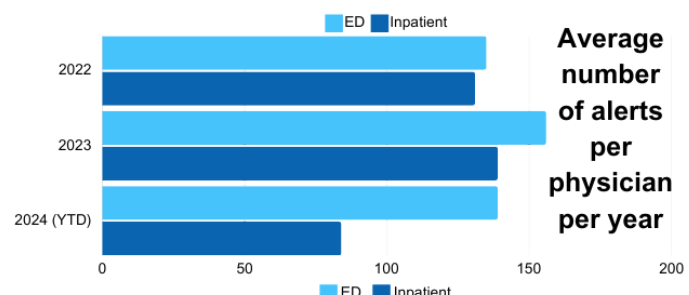
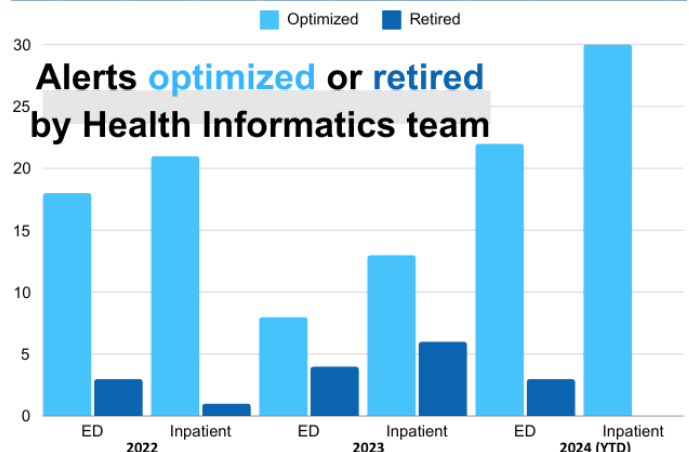
- streamlining orders and order sets
- optimizing or eliminating alerts that do not improve patient care
- streamlining notes to clinically relevant information
- reducing in basket clutter (down to 26 messages per day, nearing top quartile performance)

As you can see in the chart to the right, the number of alerts optimized or retired keeps growing each year, our average alerts per physician per year are holding steady, and we continue to make headway streamlining order sets to improve workflows.

None of this success happens without the active participation of the medical staff, 94% of whom have personalized their documentation templates, and 85.5% have tailored their order sets or preference lists. Since 2022 our team has trained almost 2,000 providers on how to get the most out of the EHR.

Like my fellow leaders, I encourage you to add your voice to the coming survey so we can build on this strong foundation and help you put Epic to work for your patients, your colleagues, and Methodist.

## Combating Alert Fatigue



SOURCE: Epic Systems Corp.



## Epic Trainers are here, whenever there's a question — or suggestion

The Epic Training team is always available to answer your questions and provide guidance on how to use Epic more efficiently. We have a trainer posted at each campus to help with anything you may want to know about Epic, including taking your suggestions about how to improve clinical workflows in Epic for all physicians.

**MDMC:** 214-933-3742 (3-EPIC)  
or EpicMDMC@mhd.com

**MRMC:** 469-204-3742 (4-EPIC)  
or EpicMRMC@mhd.com

**MCMC:** 214-947-3742 (7-EPIC)  
or EpicMCMC@mhd.com

**MMMC:** 682-242-3742 (2-EPIC)  
or EpicMMMC@mhd.com

**MLMC:** 469-846-3742 (6-EPIC)  
or EpicMLMC@mhd.com

**MSMC:** 682-335-3742 (5-EPIC)  
or EpicMSMC@mhd.com

## Epic Updates

Wound/Ostomy Nurse Consult Eval and Treat

Frequency: **Once** Daily

At: 6/24/2024 Today Tomorrow 1500

Associated Wounds: Select All

- Other Ulcers 10/11/22 Knee Anterior,Right
- Suspected Pressure Ulcer 10/31/22 Leg Anterior,Left,Upper
- Pressure Ulcer 10/31/22 Abdomen Lower,Right
- Wound 10/31/22 Sternum Left,Upper

Reason for Consult?

Comments: + Add Comments

Next Required Link Order Accept Cancel

### Optimized wound/ostomy nurse consult evaluation and treatment

To prevent duplicate wound or ostomy consult/evaluation orders, we have created an optimized order for Wound/Ostomy Nurse Consult Eval and Treat.

In addition, you can now associate an actively documented wound to the order, providing better instruction for the wound care team.

Order and Order Set Search

WOUND CONSULT

Order Sets, Panels, & Pathways (No results found)

During Visit Medications (No results found)

During Visit Procedures

Name	Code	Type	Ph
Wound/Ostomy Nurse Consult	CON204	Con...	
Consult to wound care physician	CON163	Con...	

OLD

Orders

Wound Care Orders

Wound/Ostomy Nurse Consult Eval and Treat

Once, On Mon 6/24/24 at 1500, For 1 occurrence

Reason for Consult? Wound care


NEW

## Update for ordering Suboxone SL tablets

New indications have been added to the Suboxone SL tablet ordering process.

The goal of these added indications are to confirm appropriate prescribing.

buprenorphine-naloxone (SUBOXONE) 2-0.5 mg per sublingual tablet 1 tablet

Indications: [Select indications](#) 

Reference Links: [Lexi-Comp](#)

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Dose:  tablet **1 tablet**

Route: **sublingual**

Frequency:  **Daily** Daily PRN q6h PRN q8h PRN

Starting:  **Today** Tomorrow

For:  **Doses** Hours Days

First Dose:  **Include Now** **As Scheduled**

First Dose: **Today 1100** Final Dose: **Until Discontinued**

<b>06/11</b>	<b>06/12</b>	<b>06/13</b>	<b>06/14</b>	...
1100	0900	0900	0900	

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Indications: **Pain** Continuation of opioid detox therapy Emergency Opioid Withdrawal 